

2011 Military Health System Conference

Virtual Behavioral Health Program at TAMC

The Quadruple Aim: Working Together, Achieving Success

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Tripler Army Medical Center



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Tripler's Area of Responsibility: 52% of the Earth's Surface



Virtual Behavioral Health Program

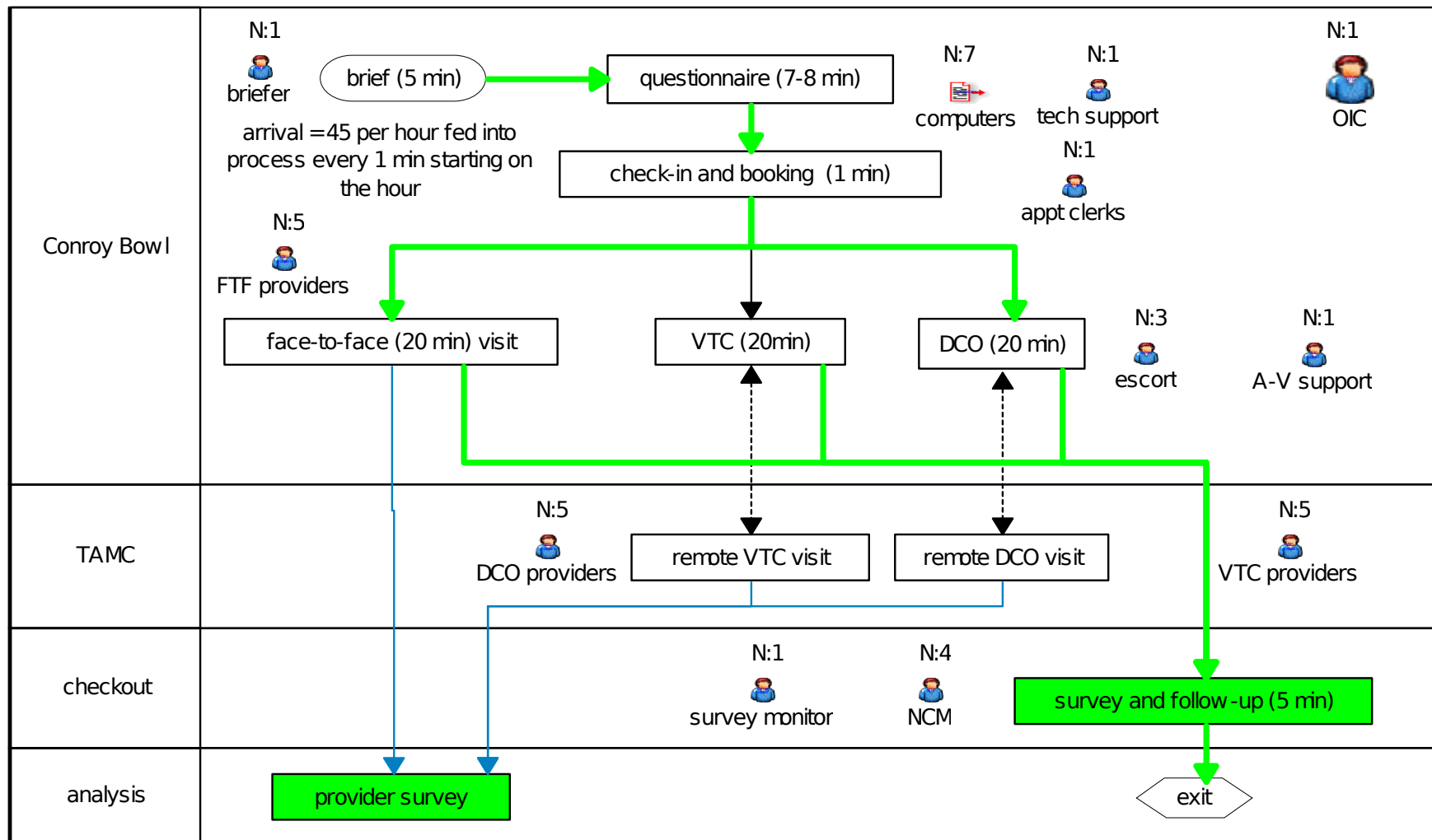


- A system of care that uses modern communication technologies to:
 - Maximize utilization of Behavioral Health assets
 - Provide uniform surge support BH encounters to Soldiers throughout the ARFORGEN cycle
 - Increase access to care
 - Insure continuity of care
 - Promote a cultural change in the Force



- Face-to-Face (FTF)
 - Traditional and familiar
 - Provider and Patient/Client need to be in same locality
- Video Teleconference (VTC)
 - High quality picture
 - High bandwidth requirements
 - ISDN secure; IP less so
- Webcam
 - Fast setup
 - Does the job

VBH Pilot: 520 Redeployed Soldiers



VBH Provider View

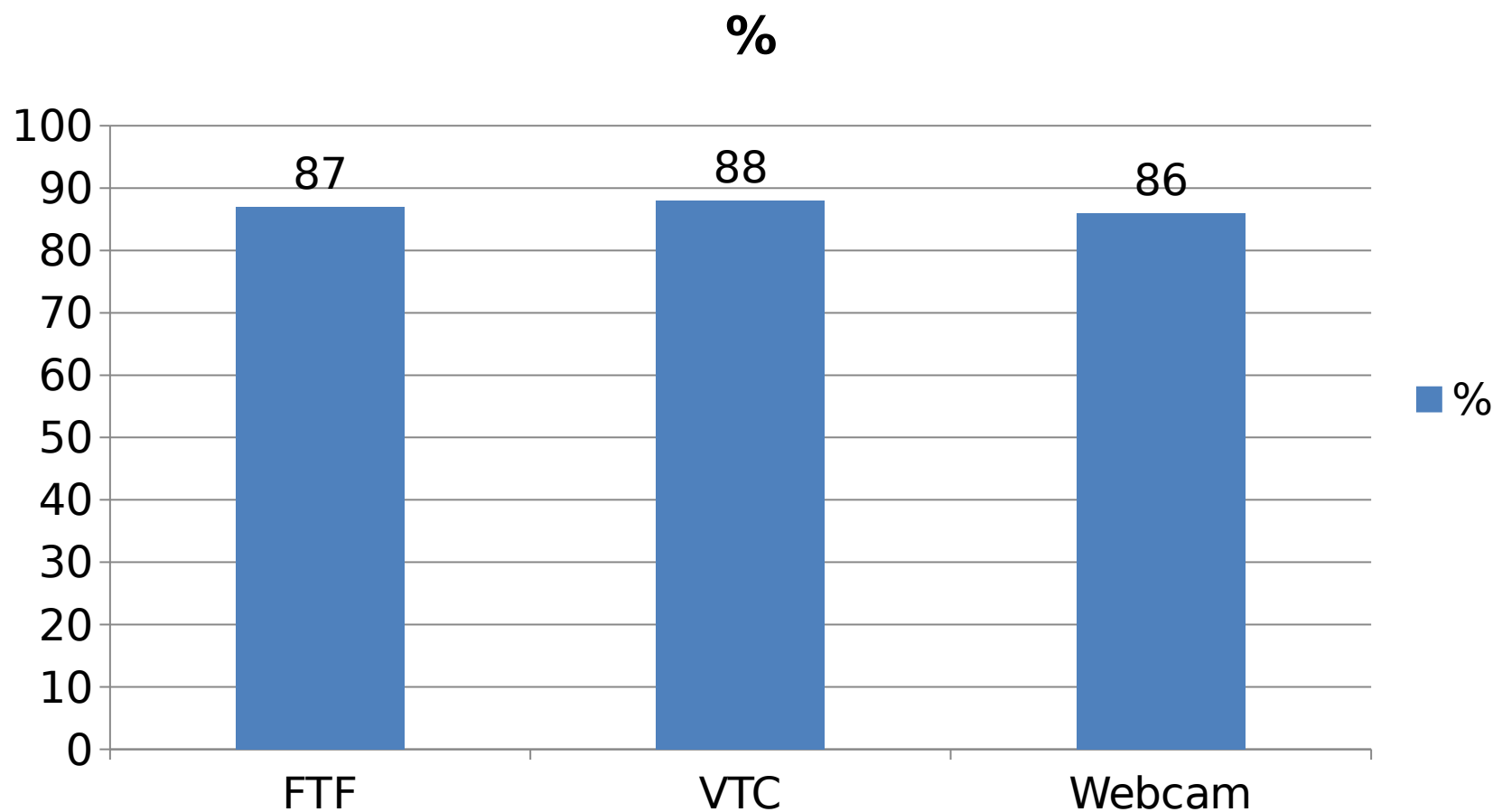


Structure of VBH Post-Deployment Interviews

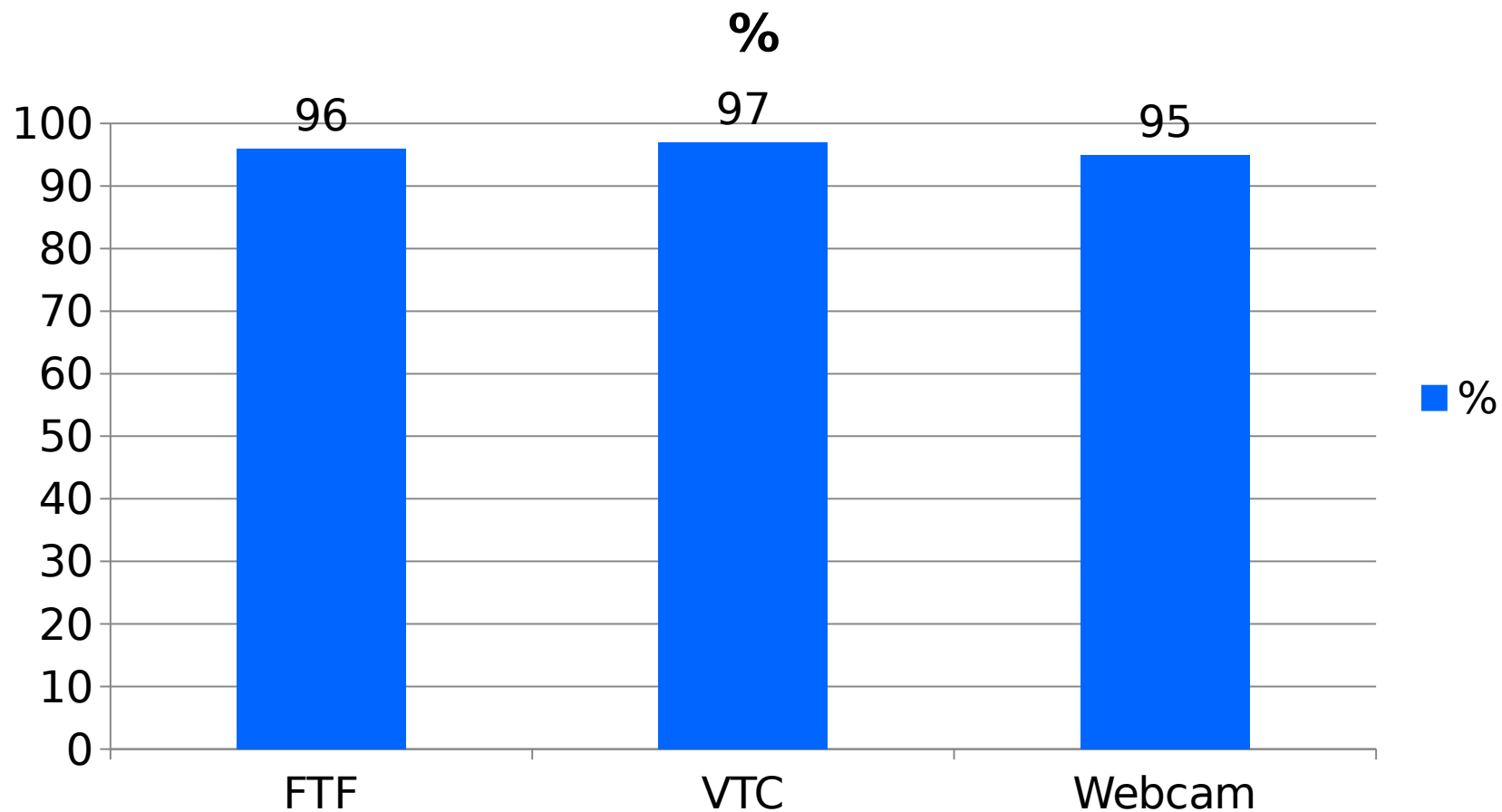


- Positive psychology approach focusing in strength and resiliency
- Normalizing of the readjustment process
- Screening and referral of high risk issues
- Identification of other potential issues/problems with referrals and recommendations
- Reducing stigma

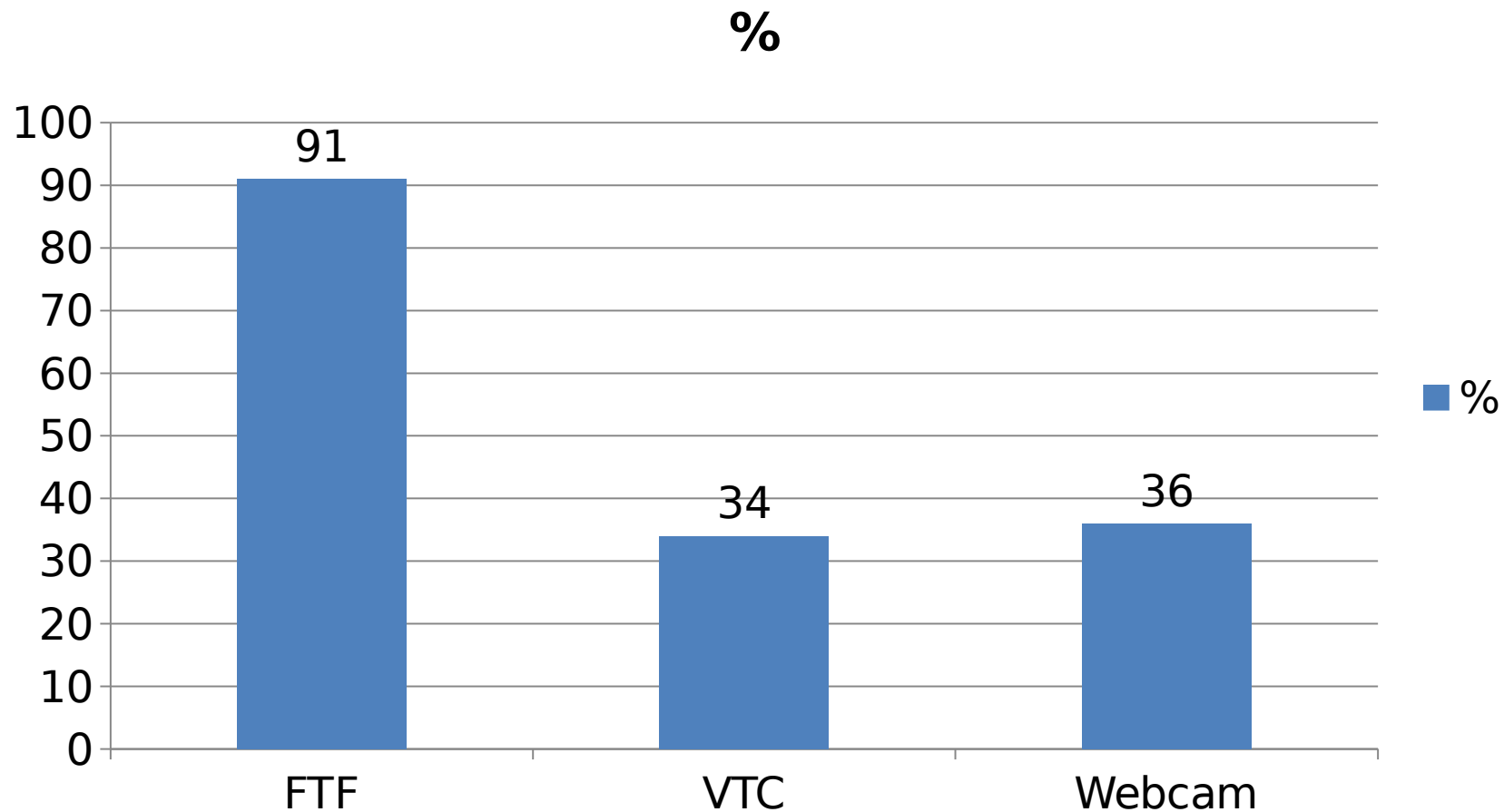
Soldiers who felt the interview was helpful



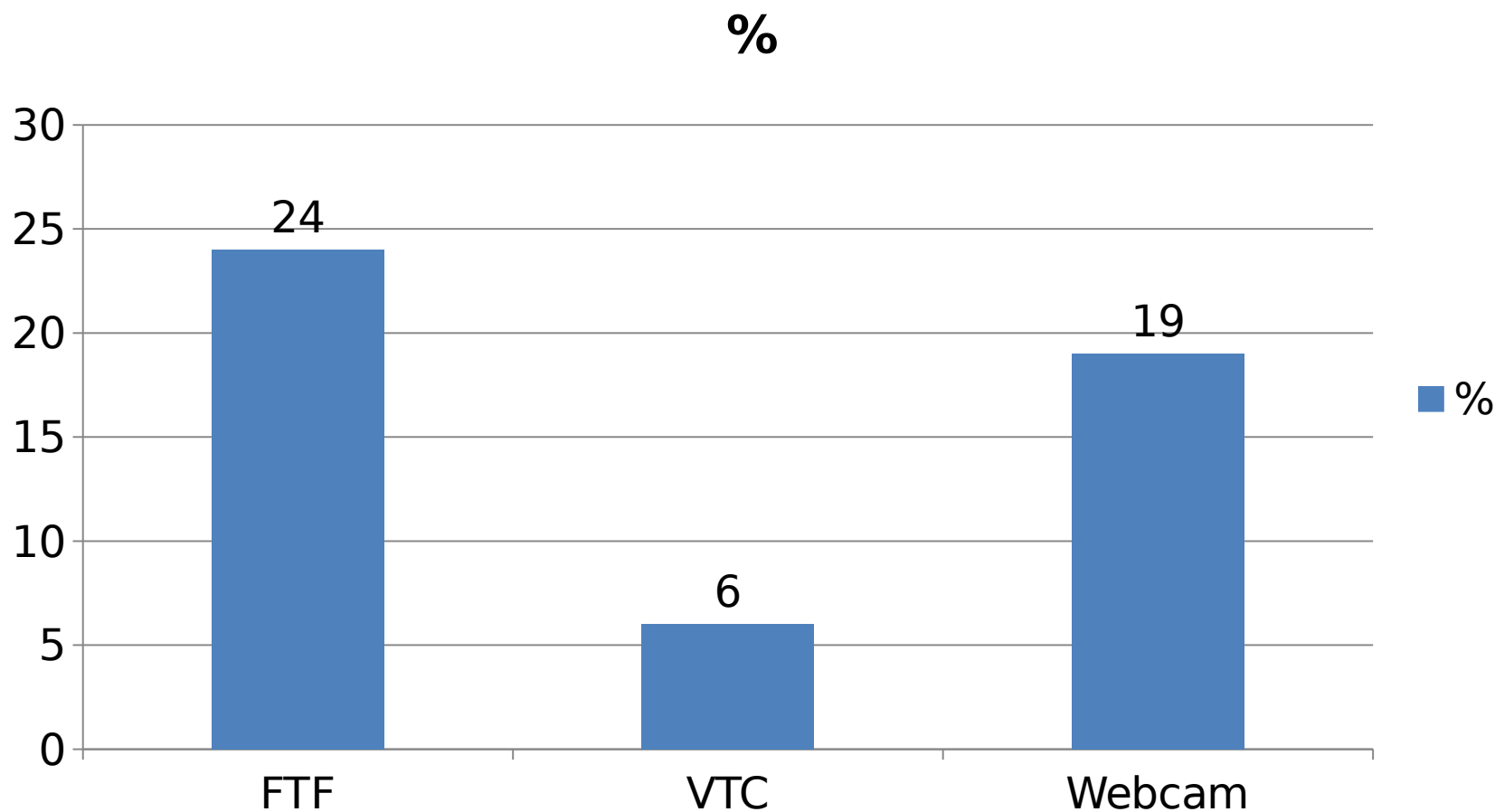
Soldiers who felt satisfied with the overall process



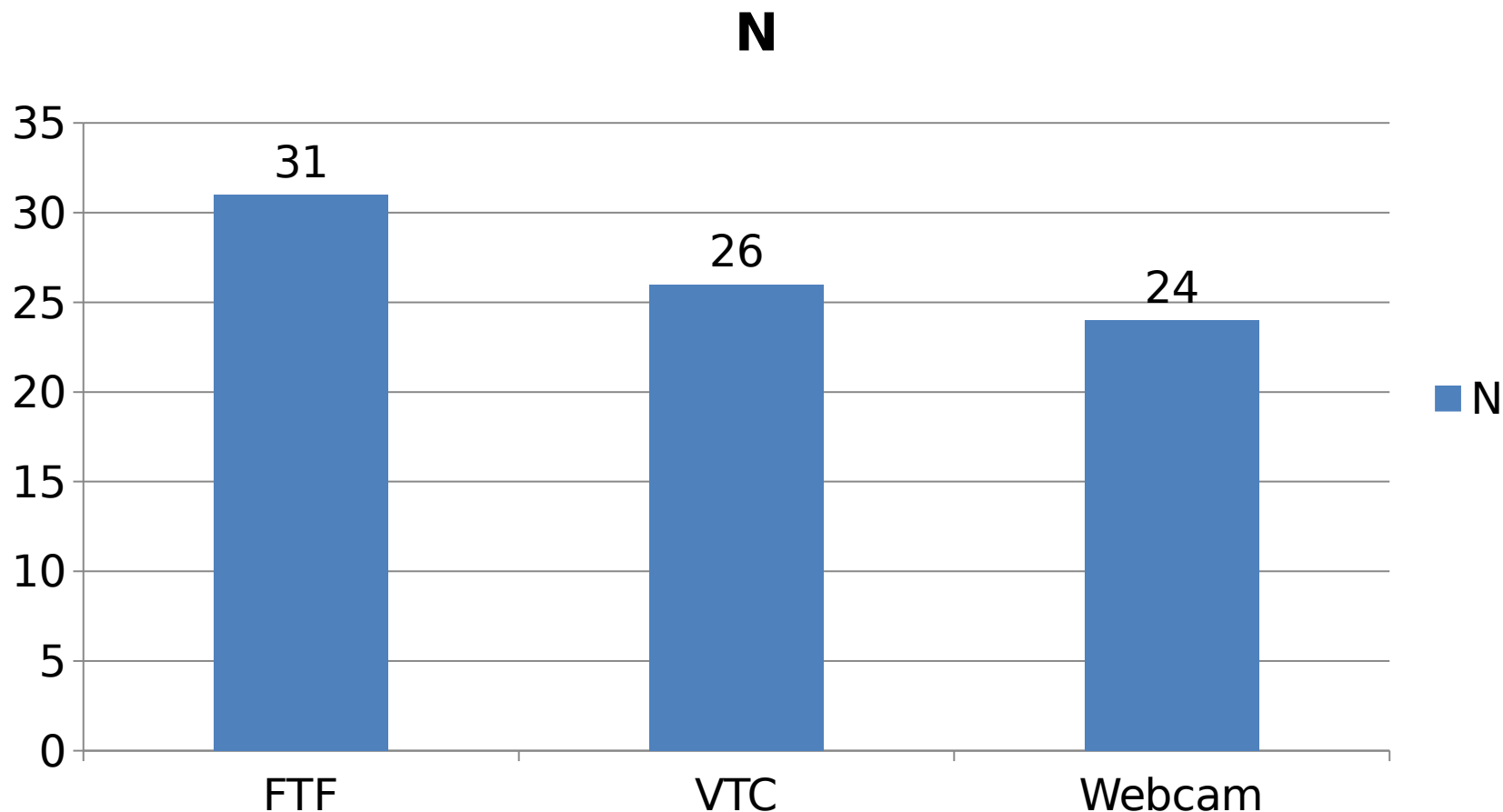
Prefer FTF



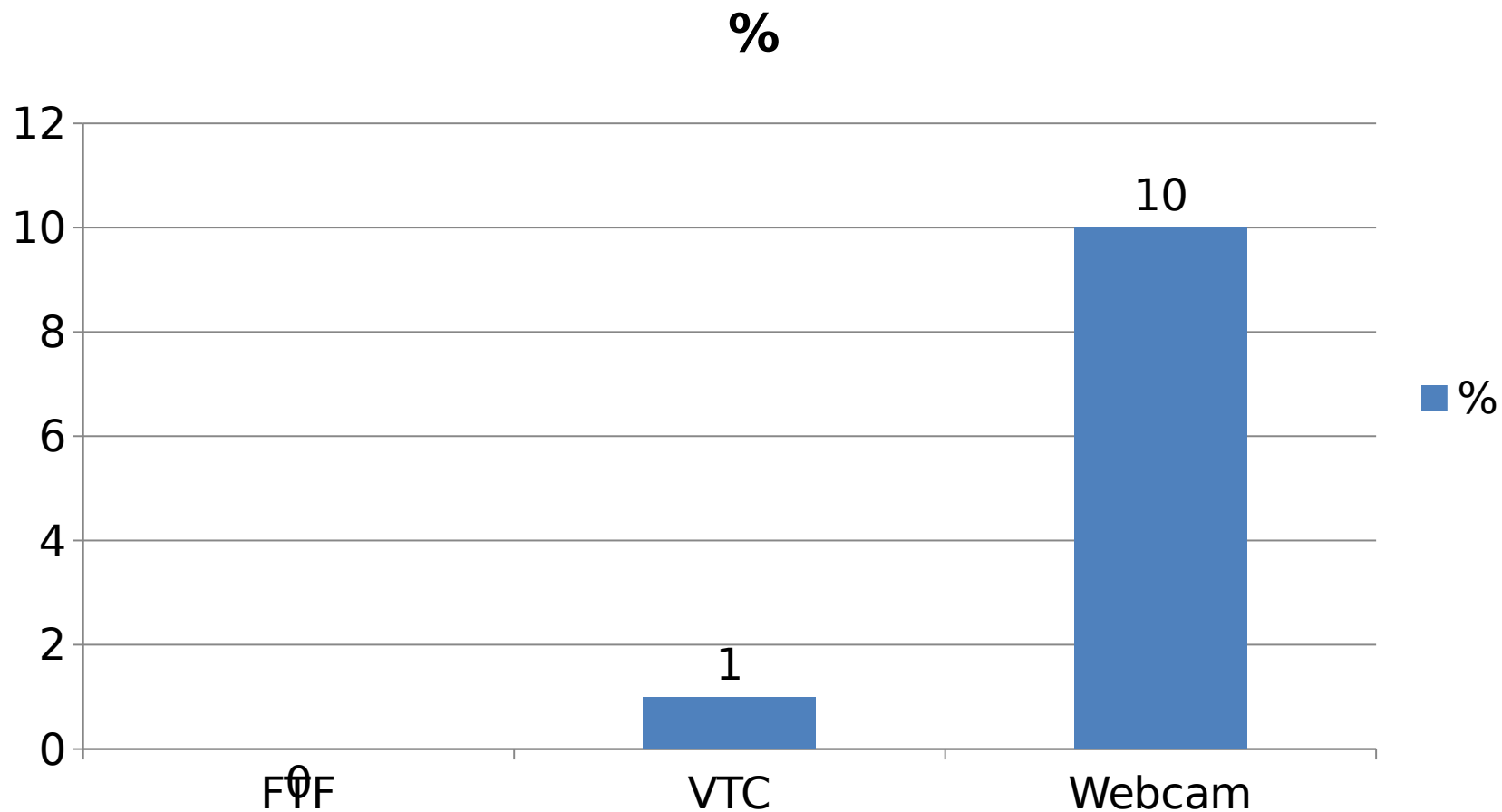
There were concerns I did not feel comfortable discussing



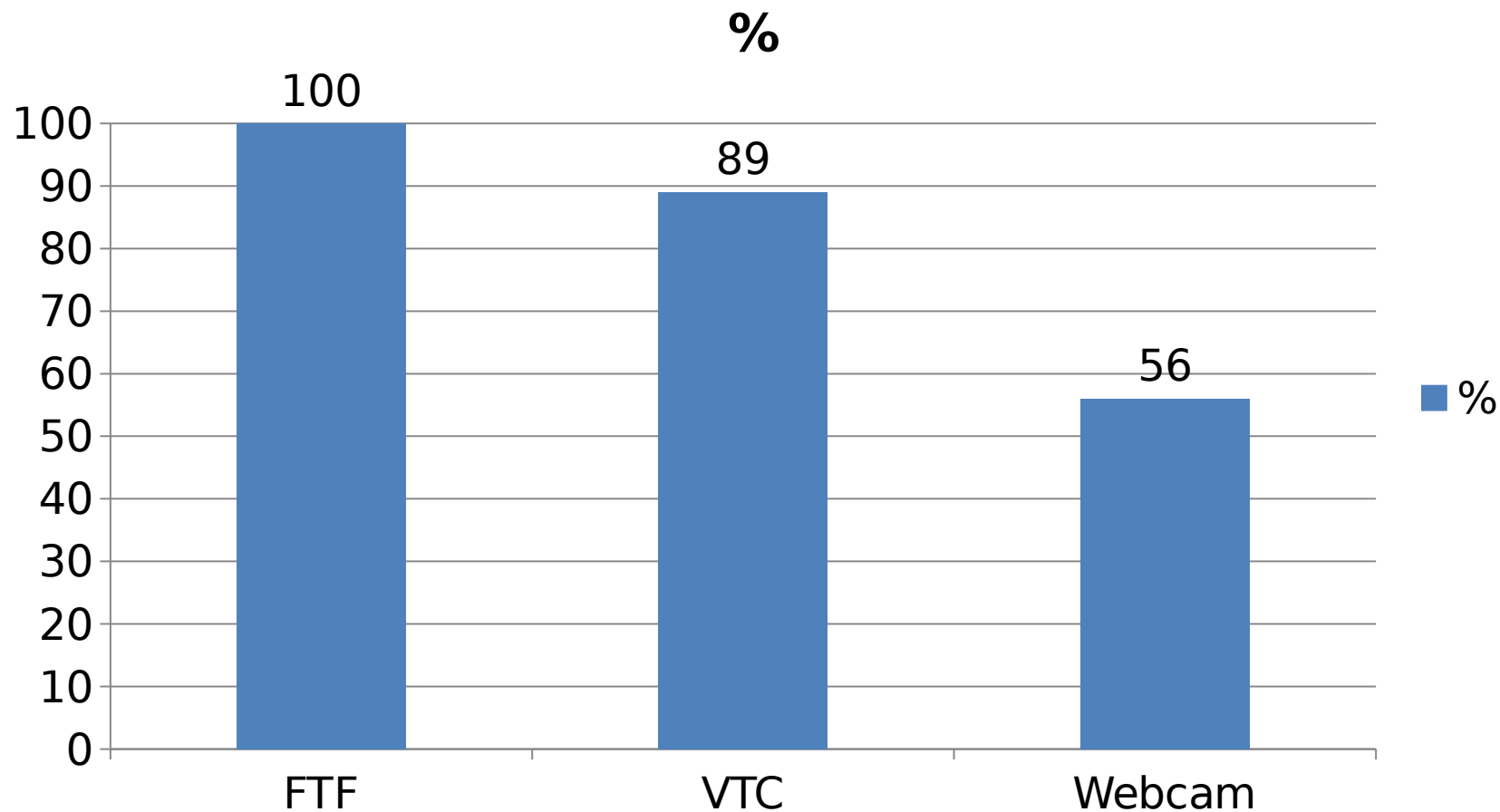
Number of Referrals Made



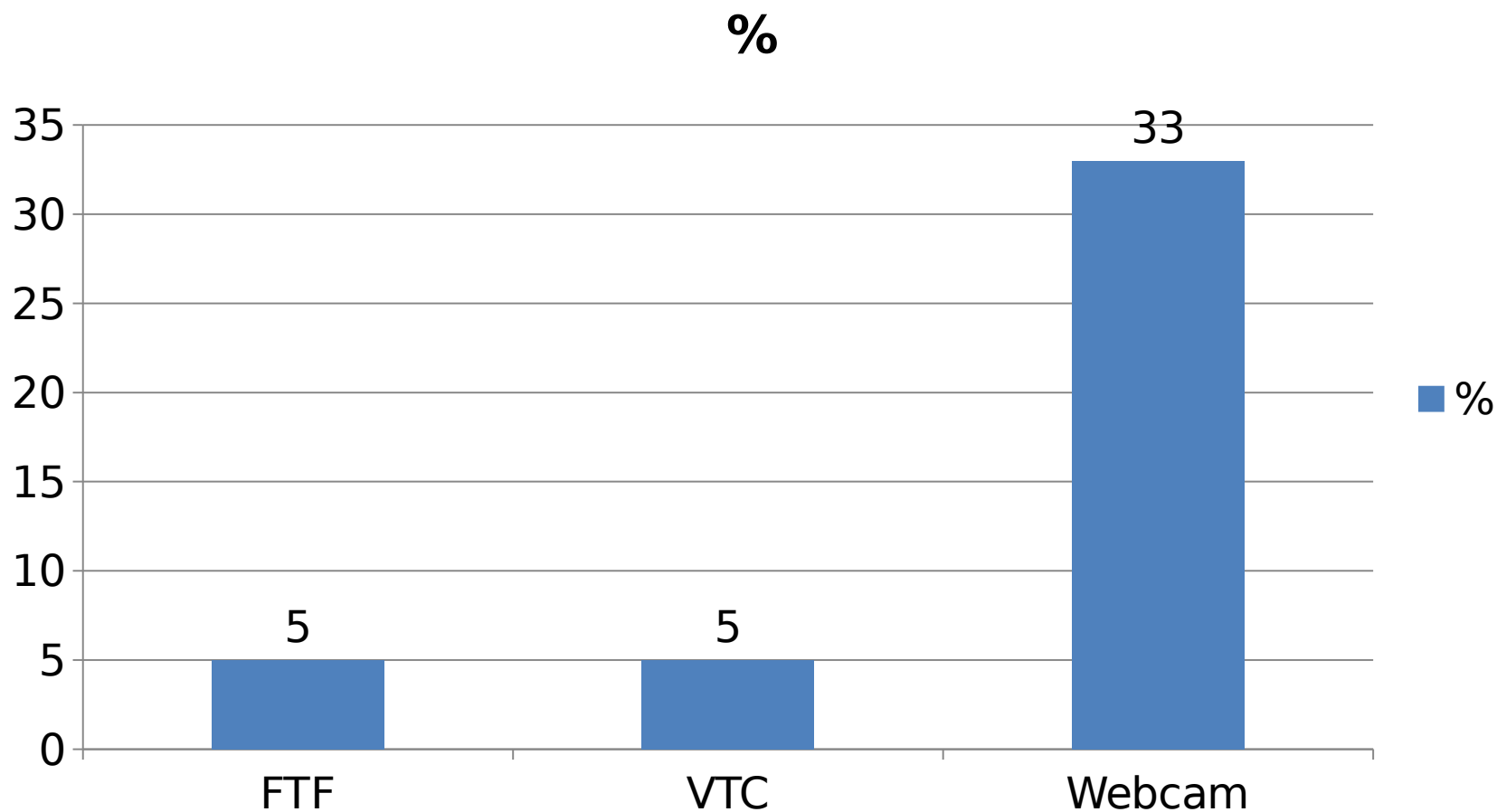
Technical Issues



Provider comfort with the process



Provider's 'tired' by the process



Other Findings



- No significant difference in provider's perceived ability to assess and treat
- 94-96% of Soldiers felt there was adequate privacy

VBH Implementation at Ft. Richardson, AK



- 3324 Soldiers from the 4-25 ABCT participated in VBH (99% participation rate)
- 983 (30%) were recommended by the BH Provider to receive a BH referral
- 686 (70%) accepted the referral
- Satisfied Soldiers: 86.5%
- 73.9% felt that the interview was helpful
- 64.8% disagreed that members of their unit would have less confidence in them if they went for behavioral health care service

VBH Implementation at Ft. Richardson, AK



- 59.4% of providers felt comfortable using this method of interview
- Provider credentialing process was fast
- Provider training was inadequate
- All workload credit went to remote site
- IT and logistical issues were primary concern

Lessons Learned: Soldier Perspective



- Soldiers view the VBH encounter very positively
- Soldiers are comfortable with the process
- Telehealth screening questionnaires and webcam interviews work

Lessons Learned: Provider Perspective



- Providers need thorough training on positive psychology approach
- Providers need thorough training on skills specific to providing care via telehealth
 - Camera position
 - Volume levels
 - Explanations to the recipient
 - Movement
- Telehealth is tiring

Lessons Learned: Safety and Backup



- Phone in VTC/Webcam room
- Need 'dedicated' phone line at remote site
 - Staff on 'standby' at remote site to pick up call
 - Phone needs to be 'always on'
- Need backup procedures in place
 - Power goes out
 - Patient/client is at risk
- Home-based treatment presents unique

Lessons Learned: Enterprise Issues



- AHLTA has major limitations across regions; work arounds implemented but cumbersome
- Culture changes are needed (e.g., shift from region-focus to enterprise-focus)
- Need to remain mindful of the VBHP concept and vision when efforts at enterprise-wide deployment are met with resistance

Behavioral Telehealth at TAMC



- Staffing
 - 10 Clinical Psychologists
 - 1 Psychiatrist
 - 3 Nurse Case Managers
 - 3 Psychology Technicians
 - 3 IT Support Staff
 - 2 Admin Staff
 - **22 Total**
- Provided the clinical, technical and military cultural training required to do the job.

Services



- Worldwide surge support
- Services to soldiers down range
- Services to military units in the Pacific Regional Medical Command's area of responsibility to include Japan, Korea, and Guam
- Services to National Guard/Army Reserve Families and Soldiers living on the Hawaiian Islands and remote islands of the Pacific
- Services to uniformed service members living on Oahu who would like to avoid the two hour commute it may take to get to Tripler from their place of duty.



Virtual Behavioral Health For Redeploying Troops Program Consultation


Dr. Moira Shaw


Allison Pompey, M.A.


Public Health Assessment
Program




Weather for Honolulu, HI


Tue
80°F | 69°F 


Wed
80°F | 70°F 


Thur
78°F | 69°F 


Fri
78°F | 68°F 

Weather for Washington, DC

Tue
 50°F | 35°F

Wed
 41°F | 34°F

Thu
 39°F | 27°F

Fri
 39°F | 30°F

Mahalo!

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